

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|------|---|---|------------------|---------|------------------|
| L1 | 0 | ("2002/0087341").URPN. | USPAT | OR | ON | 2005/10/30 16:29 |
| L2 | 17 | ("6052450").URPN. | USPAT | OR | ON | 2005/10/30 16:32 |
| L3 | 4 | ("6360211").URPN. | USPAT | OR | ON | 2005/10/30 16:41 |
| L4 | 109 | "5659751" | US-PGPUB; USPAT; EPO; JPO; DERWENT | OR | ON | 2005/10/30 16:41 |
| L5 | 4 | ("6360211").URPN. | USPAT | OR | ON | 2005/10/30 16:48 |
| L6 | 33 | ((billing near (system or processing)) and (705/? ccls.)) and database) and ((customer or consumer or client or user) near care) | US-PGPUB; USPAT | OR | ON | 2005/10/30 16:49 |
| L7 | 0 | ("2005/0187797").URPN. | USPAT | OR | ON | 2005/10/30 16:49 |
| L8 | 0 | ("6915265").URPN. | USPAT | OR | ON | 2005/10/30 16:57 |
| L9 | 16 | ("4491725" "4837693" "5072383" "5136502" "5301105" "5307262" "5359509" "5471382" "5560005" "5590038" "5659741" "5704044" "5737539" "5748907" "5778345" "5867821").PN. | US-PGPUB; USPAT; USOCR | OR | ON | 2005/10/30 16:57 |
| L10 | 3342 | customer adj (care or bill\$3) | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:02 |
| L11 | 2660 | 10 and services | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:02 |
| L12 | 275 | 11 and (direct\$2 adj communication) | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:03 |
| L13 | 264 | 12 and interface | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:03 |
| L14 | 148 | 13 and clients | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:08 |
| L15 | 148 | 13 and client | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:08 |
| L16 | 121 | 15 and component | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:09 |
| L17 | 79 | 16 and module | US-PGPUB; USPAT | OR | ON | 2005/10/30 17:09 |
| L18 | 3 | ("2001/0056362").URPN. | USPAT | OR | ON | 2005/10/30 17:15 |